



Richard A. Cordle, Treasurer
P. O. Box 70 Chesterfield, VA 23832

Frequently Asked Questions about our
Automated Payment Service (APS) Program

What is the "Automated Payment Service"?

This service allows you the option of having your County taxes, and Chesterfield County retiree health care premiums automatically deducted from your bank account. (For information on having your County Utility bills automatically deducted from your bank account, please contact the Utilities Department at 804-748-1291.) APS is identical to the process used by many individuals to pay mortgage and insurance payments.

Can payments for other County services be made through the APS program?

At this time, only County taxes and Chesterfield County retiree health care premiums can be paid through the Treasurer's APS program. Please contact the Utilities Department at 804-748-1291 for information on having your County Utility bills automatically deducted from your bank account.

What are the benefits of using this service?

Once you sign up for APS, you never have to worry about missing a tax bill due date and incurring late payment charges. If you choose the monthly installment option for taxes, the financial burden is spread over several months. And in addition to the convenience and reduced expense of check writing, your postage costs are also decreased.

How do I sign up for the service? Do I have to reapply each year?

Simply complete an authorization form and return it to our office! You do not have to reapply each year. Once you enroll, the service continues from year to year until you request it to be terminated.

How will I know when my service has been activated?

It takes approximately 30-45 days for us to activate your APS service. Subsequent bills will be specially marked advising you that payment will be made through the APS service.

How many installments for taxes can I make with this service?

You have two options for scheduling your automated tax payment(s):

- 1) You may have one payment scheduled for the full tax amount due on the due date of your bill, or
- 2) You may schedule four installments for personal property taxes due June 5 each year, and for each half of your real estate tax bills, due June 5 and December 5. For taxes due on June 5, installments are made on March 5, April 5, May 5 and June 5. (Your first two installments are made for equal amounts based on your prior year tax; the remaining two installments are based on the balance of your actual tax bills.) For taxes due on December 5, installments are made on September 5, October 5, November 5, and December 5.

If I buy/sell/trade vehicles during the year, will my supplemental/prorated tax bills be included in this service?

Yes. Once you have enrolled, all of your tax bills will be included in this service.

May I use this service to pay delinquent taxes?

In limited circumstances, APS can be used to pay delinquent taxes as part of entering into a formal payment arrangement. Please contact our delinquent collections department at 804-717-6500 for more information.

What do I do if I change financial institutions while using this service?

Simply fax us a voided copy of your check to 804-751-4993 or mail a voided check to: Richard A. Cordle, Treasurer, P. O. Box 70, Chesterfield, VA 23832 Attention: APS

What if I do not have sufficient funds in my account to allow for a debit to my bank account?

This will be treated as an invalid payment, just as if a check was returned due to insufficient funds. A \$50.00 return-item fee may be charged in addition to any fees your bank may charge. After notification of the returned item, you will be removed from the APS program.

Can I cancel the Automated Payment Service at any time?

Certainly. Just remember to give us enough time to cancel your automatic debit. Notification must be given at least 10 days in advance of the scheduled debit.

Is there any charge for using this service?

No. This is a free service offered for your convenience.

If I choose to make my payments through this service, will interest be paid on those funds deducted before the due date of my bill?

No. While this is a free service for your convenience, it does require administrative effort on the County's part.

I would like to talk to someone before committing to the service. Is there a number I can call to discuss the service?

Yes. Call our office number at 804-748-1855 and ask for APS information.